(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

CORRECTED VERSION

(19) World Intellectual Property Organization
International Bureau

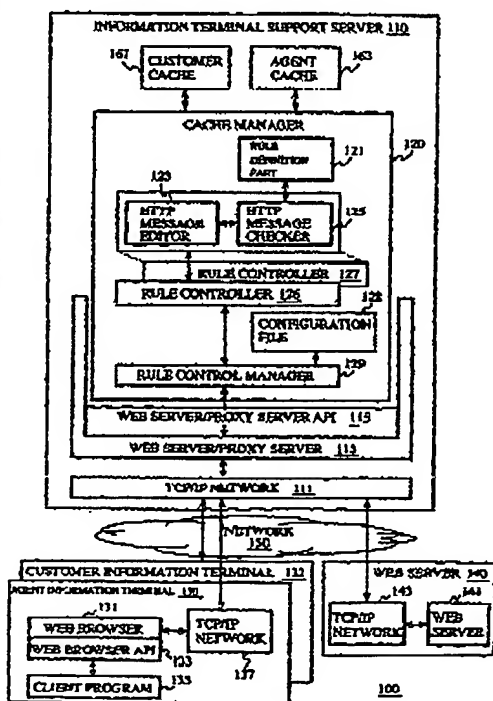(43) International Publication Date
21 December 2000 (21.12.2000)

PCT

(10) International Publication Number
WO 00/077661 A3

(51) International Patent Classification⁷: G06F 17/60

(21) International Application Number: PCT/GB00/02311

(22) International Filing Date: 14 June 2000 (14.06.2000)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
11/170197   16 June 1999 (16.06.1999)   JP

(71) Applicant: INTERNATIONAL BUSINESS MA-CHINES CORPORATION [US/US]; New Orchard Road, Armonk, New York, NY 10504 (US).

(71) Applicant (for MC only): IBM UNITED KINGDOM LIMITED [GB/GB]; P.O. Box 41, North Harbour, Portsmouth, Hampshire PO6 3AU (GB).

(72) Inventors: YOSHIDA, Yoichi; 1433-43, Honmachida, Machida-shi, Tokyo 194-0032 (JP). OHKADO, Akira; 4-3-1, 8-1402, Ryokuen, Izumi-ku, Yokohama-shi, Kanagawa (JP). KAWASE, Satoshi; 311-1-206, Kanamori, Machida-shi, Tokyo (JP).

(74) Agent: JENNINGS, Michael, John; IBM United Kingdom Limited, Intellectual Property Law, Hursley Park, Winchester, Hampshire SO21 2JN (GB).

(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW.

(84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian

[Continued on next page]

(54) Title: INFORMATION PROCESSING METHOD, INFORMATION TERMINAL SUPPORT SERVER, COLLABORATION SYSTEM, AND STORAGE MEDIUM STORING AN INFORMATION PROCESSING PROGRAM

(57) Abstract: Provided are methods, software and system to change the behaviour of a collaboration client according to context while collaborating on an internet. An HTTP request from a customer-side browser is sent to a web server (140) via an information terminal support server (110). The web server (140) then sends context in response to the request to the customer-side web browser (131) via the information terminal support server (110). At this time, the information terminal support server (110) checks the contents of the context, and when it is determined that there is agreement with a predetermined condition, a command is inserted into the context, context without the command inserted is sent to the customer-side web browser (131), and context with the command inserted is sent to the agent-side web browser (131).

WO 00/077661 A3

WO 00/077661 A3

patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).

Published:
— with international search report

(88) Date of publication of the international search report:
12 December 2002

(48) Date of publication of this corrected version:
20 November 2003

(15) Information about Correction:
see PCT Gazette No. 47/2003 of 20 November 2003, Section II

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.